TELL US WHAT YOU THINK
We want you to be happy with the service you receive from us and to help us understand how we are doing we would like your feedback. We want you to tell us when we do something well, when we get something wrong, or any ideas you have for how we can improve what we do.

We monitor compliments, comments and complaints so that we can learn and improve, and provide you with high quality services that you are happy with.

WHEN WE DO SOMETHING WELL
Would you like to formally recognise the service which you have received from a Freebridge employee? Let us know and we can thank the individual on your behalf. Your feedback on what we do well also helps us to share good ways of working across the organisation.

WHEN YOU WANT TO MAKE A COMMENT
Do you have a comment about our work, or a suggestion for how we can improve what we do? Share your views with us.

WHEN WE GET SOMETHING WRONG
Sometimes things go wrong with our service. If this happens, you can make a complaint. A complaint is:

‘When the customer is unhappy about the service they have received from us’.

We treat the following as complaints:
• Complaints where legal action is already taking place or a decision has been made by the court
• Complaints about our decision to end a starter tenancy; refusal to offer a tenancy after an applicant has been referred or nominated to us; refusal of a mutual exchange – these would be dealt with under our appeals policy. If the complaint is about the way in which the process has been handled then this will be covered by this policy.

OUR COMPLAINTS PROCESS
When you contact us, we will try and fix your complaint straightaway. If we cannot fix it immediately, and you want to make a formal complaint, we have a simple three stage process for handling complaints.

Stage 1 At this stage your complaint will be formally recorded and the relevant Assistant Director will investigate your case. Within three working days you will receive a letter confirming that we have received your complaint and a leaflet explaining the complaints procedure. The person responsible for managing your complaint may speak to you to try and come up with the right solution to make sure that the problem is fixed. They will write to you within 10 working days to confirm the details. There may be times when the investigation takes longer than 10 working days and if this happens, we will keep you fully informed.
I have a  
Compliment  
Comment  
Complaint

Name: ____________________________________________________________

Address: ___________________________________________________________________________________

Phone number: ________________________________________________________________________________

Email address: ________________________________________________________________________________

Please give details of your Compliment, Comment or Complaint

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Please sign and date this form and return it to Freebridge Community Housing, Juniper House, Austin Street, King’s Lynn, Norfolk PE30 1DZ or hand it in at our offices at Juniper House.

Signed: _______________________________________________________________________________________

Date: ________________________________________________________________________________________

(please read Fair Processing Statement overleaf)

FURTHER OPTIONS

If you remain unhappy or dissatisfied with the response to your complaint, you can appeal to either a Member of Parliament, a local councillor or a recognised Tenant Panel. Please contact us for details of Members of Parliament, local councillors or recognised Tenant Panels on 03332 404 444 or email talk@freebridge.org.uk

If the complaint cannot be resolved by an MP, local Councillor or approved Tenant Panel, it can be referred to the Housing Ombudsman Service. Alternatively you can take your complaint direct to the Ombudsman.

The address for the Housing Ombudsman is:
Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Telephone: 0300 111 3000
Email: info@housing-ombudsman.org.uk
Website: www.housing-ombudsman.org.uk

COMPLIMENTS, COMMENTS AND COMPLAINTS

I have a  Compliment  
Comment  
Complaint

Please read Fair Processing Statement overleaf
TENANT CHECKED
IF YOU NEED ANY HELP TO UNDERSTAND THIS LEAFLET, PLEASE GET IN TOUCH:
Freebridge Community Housing
Juniper House
Austin Street
King’s Lynn
Norfolk PE30 1DZ
Email: enquiries@freebridge.org.uk
Main Switchboard Telephone: 03332 404 444
Office Opening Hours:
8:45am - 5.15pm (Mon-Thurs)
8:45am - 4.45pm (Fri)
Bank Holidays, Saturday and Sunday Closed
Out of Office Hours:
The main telephone number (03332 404 444) will divert to 24 hour emergency service.
* This document has been viewed and approved by Freebridge tenants before publication.

FAIR PROCESSING STATEMENT
Freebridge Community Housing (Freebridge) is a Registered Provider of Social Housing. Freebridge needs to collect certain information about its tenants and leaseholders in order to be able to act as a responsible landlord, and to fulfil its statutory duties. The information gathered in this form will be used by Freebridge and its third party partners in meeting its obligations, and in order to inform its service users from time to time about the services it can offer. If you have any queries regarding the collection and use of this information, please contact your Housing Officer.